



DHL eCOMMERCE SOLUTIONS

PARCEL INTERNATIONAL DIRECT

DHL eCommerce Solutions is focused on providing a best-in-class consumer experience to all key e-commerce markets. **DHL Parcel International Direct** is our flagship product focused on the largest consumer markets in the world, providing an ideal combination of speed, visibility, and affordability.

DHL PARCEL INTERNATIONAL DIRECT VALUE PROPOSITION IN A NUTSHELL:

- **Speed:** Direct transportation to the destination market and delivery to the doorstep by a trusted partner, providing improved speed over postal alternatives
- **Visibility:** Accurate events throughout the process right up to the final delivery confirmation, giving full transparency to the customer on the status of their package
- **Affordability:** Courier-like experience, without breaking the bank
- **Delivered Duty Paid (DDP):** Option to prepay duties and taxes, removing surprise fees at the time of delivery and improving deliverability
- **DHL Duty and Tax Calculator:** This value-added service provides transparency at the time of checkout, and improves cart conversion
- **Coverage to the most important e-commerce markets** that represent the bulk of cross border volumes

KEY PRODUCT FEATURES



TRANSIT TIME

3 - 10 Business Days



COUNTRY COVERAGE

Access to 37 key e-commerce markets



WEIGHT/SIZE LIMITS*

Weight: Up to 44 lbs. (66 lbs. to Canada)
Dimensions: Length: 42" (79" to Canada)
Size (L+G): 79" (118" to Canada)



CUSTOMS CLEARANCE OPTIONS

DDP (Delivered Duty Paid) and Taxes paid in advance

DDU (Delivered Duty Unpaid), now DAP (Delivered at Place), and Taxes paid upon delivery



SHIPMENT VALUE PROTECTION

Up to 100 USD/package inclusive



ADDRESS VALIDATION SERVICE

Included to reduce undeliverable packages by correcting and validating addresses

*Size and Length may vary by country. Please refer to the country table on page 3.

ADDITIONAL VALUE-ADDED SERVICES

- **DHL Duty & Tax Calculator**
- **Returns Management** - Solution for intended/unintended returns
- **Customer Web Portal** - Tracking, reporting, invoices and more

CASE STUDY

E-Commerce Category: Fashion Apparel

“DHL Parcel International Direct helped us improve customer experience and expand in key international markets.”

⊗ CHALLENGE

This retailer was targeting key international markets but struggling to retain their customers due to unexpected duty and taxes the customers had to pay upon import. As a result, many customers were rejecting the shipments causing expensive returns or loss of goods.

💡 SOLUTION

Using the DDP option for DHL Parcel International Direct, the seller is responsible to pay duties and taxes taking the burden off their customers. Paired with the DHL Duty & Tax Calculator, all costs are transparent at checkout so customers are no longer surprised with added fees upon import.

👍 BENEFITS

The customer was able to increase their international orders by switching from duties and taxes unpaid to duties and taxes paid. By improving the customer experience they were able to retain more international customers and reduce cart abandonment.

TRACKING VISIBILITY FOR DHL PARCEL INTERNATIONAL DIRECT

DHL Parcel International Direct offers door-to-door tracking including delivery confirmation, through your ultimate shipping dashboard.

Simply log onto the DHL eCommerce Solutions Customer Web Portal for full piece-level visibility to the final destination. Our best-in-class online tool makes it easy to pinpoint your parcel at every step of the journey.

Your shoppers can track their orders online as well 24/7 via DHL eCommerce Solutions Web Track.

The screenshot displays the DHL tracking interface for a specific parcel. At the top, the DHL logo is visible, followed by navigation links for 'Tracking' and 'About DHL eCommerce'. The tracking number 144348614R159257796044056 is prominently displayed. A green checkmark icon and the word 'Delivered' indicate the final status, with a timestamp of 'Thu, June 25, 2020 at 11:47 AM' and location 'EN3 7XQ, GB'. Below this, the origin and destination are listed: 'From: LORAIN, OH 44055 UNITED STATES' and 'To: BUNTINGFORD, HE SG90EP UNITED KINGDOM'. The main section is a vertical timeline of activity events, organized by date from June 19, 2020, to June 25, 2020. Each event includes a timestamp, location, and a description of the activity, such as 'PROCESSED AT LOCAL DISTRIBUTION CENTER', 'CLEARED CUSTOMS', and 'DELIVERED'. The DHL logo is also present at the bottom of the page.

Date	Time	Location	Activity
Jun 25, 2020	11:47 AM BST	EN3 7XQ, GB	DELIVERED
Jun 25, 2020	7:27 AM BST	EN3 7XQ, GB	OUT FOR DELIVERY
Jun 25, 2020	5:01 AM BST	EN3 7XQ, GB	PROCESSED AT LOCAL DISTRIBUTION CENTER
Jun 24, 2020	11:36 PM BST	AL10 9RT, GB	PROCESSED AT LOCAL DISTRIBUTION CENTER
Jun 24, 2020	1:12 PM BST	HEATHROW, GB	CLEARED CUSTOMS
Jun 24, 2020	10:42 AM BST	HEATHROW, GB	ARRIVED AT CUSTOMS
Jun 23, 2020	9:09 AM CT	Melrose Park, IL, US	PROCESSING COMPLETED AT ORIGIN
Jun 23, 2020	9:09 AM CT	Melrose Park, IL, US	MANIFESTED FOR OUTBOUND TRANSPORTATION
Jun 22, 2020	9:26 AM CT	Melrose Park, IL, US	PROCESSED
Jun 22, 2020	6:38 AM CT	Melrose Park, IL, US	PACKAGE RECEIVED AT DHL ECOMMERCE DISTRIBUTION CENTER
Jun 19, 2020	3:45 PM EDT		EN ROUTE TO DHL ECOMMERCE DISTRIBUTION CENTER
Jun 19, 2020	3:41 PM EDT		ELECTRONIC NOTIFICATION RECEIVED: YOUR ORDER HAS BEEN PROCESSED AND TRACKING WILL BE UPDATED SOON

DHL eCommerce Solutions – Excellence. Simply delivered.

Product Specifications & Information

Destination Country	Average Transit Days	Incoterms		Maximum					De Minimis	
		DDP ⁴	DDU ⁵	Weight	Size (L+G) ³	Length	Aggregated Value DDP ⁴	Aggregated Value DDU ⁵	Taxes	Duties
Canada ^{7,8}	3-9	✓	✓	66 lbs. ²	118"	79"	3300 CAD	3300 CAD	40 CAD	150 CAD
Australia ⁹	8-10	✓	✓	44 lbs.	79"	41"	1000 AUD	1000 AUD	1000 AUD	1000 AUD
European Union ¹	5-10	✓	X ⁶	44 lbs.	79"	42"	150 EUR ¹²	0	0	150 EUR
Germany	4-7	✓	X ⁶	44 lbs.	79"	42"	150 EUR ¹²	0	0	150 EUR
Hong Kong	8-10	✓	✓	44 lbs.	79"	42"	2500 USD	2500 USD	N/A	N/A
Israel	8-10	✓	X ⁶	44 lbs.	43"	20"	300 USD	75 USD	75 USD	300 USD
Japan	5-7	✓	✓	44 lbs.	79"	42"	200000 JPY	200000 JPY	10000 JPY	10000 JPY
Mexico	4-5	✓	✓	44 lbs.	79"	42"	1000 USD	1000 USD	50 USD	117 USD
New Zealand ¹¹	8-10	✓	✓	44 lbs.	79"	42"	400 NZD	1000 NZD	400 NZD	400 NZD
Singapore	7-10	✓	✓	44 lbs.	79"	40"	400 SGD	400 SGD	400 SGD	400 SGD
South Korea	5-7	✓	✓	44 lbs.	79"	42"	2500 USD	2500 USD	200 USD ¹⁰	200 USD ¹⁰
United Kingdom	4-6	✓	✓	44 lbs.	79"	42"	2500 USD	2500 USD	0	135 GBP

¹ Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, and Sweden

² Maximum limited quantities (DG code 40) weight from U.S. to Canada is 25 lbs.

³ L: Length; G: Girth; Girth is calculated as 2W + 2H

⁴ DDP (Delivered Duty Paid) and Taxes paid in advance

⁵ DDU (Delivered Duty Unpaid), now DAP (Delivered at Place), and Taxes paid upon delivery

⁶ If the customer selects Incoterms DDU for Israel, Germany or European Union destination; the service will be converted to and invoiced as DHL Parcel International Standard

⁷ Minimum e-file version 1.3 is required

⁸ For full specifications about Lithium Metal or Lithium-ion Batteries, please see section 1.1.5 of the DHL eCommerce Solutions Product Service Guide

⁹ 10% GST for merchants with transactions > \$75K AUD in a rolling 12 month period. Customer is responsible to pay the AU authorities directly

¹⁰ De Minimis Tax and Duty is 150 USD for the following HS codes (HS 01, 24, 28, 30, 33, 38, 77, 93)

¹¹ 15% GST for merchants with transactions > \$60K NZD in a rolling 12 month period. Customer is responsible to pay the NZ authorities directly

¹² Due to recent changes in the European Union, we're piloting a solution to increase the value up to 1000 EUR